

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Amitabh et al. : Date: July 30, 2003  
Serial Number: Concurrent : Group Art Unit: Unknown  
Filed: Concurrent : Examiner: Unknown  
Title: CUSTOMER RELATIONSHIP  
MANAGEMENT SYSTEM WITH  
COMPLIANCE TRACKING  
CAPABILITIES : IBM CORPORATION  
Intellectual Property Law  
: MD90/201-1  
8501 IBM Drive  
: Charlotte, NC 28262

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**INFORMATION DISCLOSURE STATEMENT (IDS) UNDER 37 CFR 1.97**

**Commissioner For Patents**

**P.O. Box 1450**

**Alexandria, VA 22313-1450**

Dear Sir:

The attached Form PTO-1449, and any attached foreign patent office search report, provides a listing of information which may be relevant to the subject application. This IDS is not intended as a representation that better art is not available, nor that the information provided is prior art.

This IDS is submitted under:

X 37 CFR 1.97(b) - No Fee.

       37 CFR 1.97(c) - No Fee. Each item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application. This communication is dated \_\_\_\_\_, which is not more than 3 months prior to the mailing of this statement.

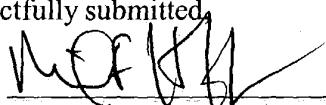
       37 CFR 1.97(c) - Fee.

       37 CFR 1.97(d) - Fee, Certification & Petition.

The Commissioner is authorized to charge payments of any associated fees required under 37 CFR 1.17(p) and (i) (1) to Deposit Account No. 50-0629 (IBM).

Respectfully submitted,

By:



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INFORMATION DISCLOSURE CITATION <i>(Use several sheets if necessary)</i>				ATTY DOCKET NO CHA920030072US1		SERIAL NO		
				Applicant(s): Amitabh et al.				
				FILING	GROUP			
<b>U.S. PATENT DOCUMENTS</b>								
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
		5,537,141	07/1996	Harper et al.				
		5,823,788	10/1998	Lemelson et al.				
		6,074,216	06/2000	Cueto				
		6,105,055	08/2000	Pizano et al.				
		US 6,301,462 B1	10/2001	Freeman et al.				
		US 6,310,941 B1	10/2001	Crutcher et al.				
		US 6,470,170 B1	10/2002	Chen et al.				
		US 6,507,865 B1	01/2003	Hanson et al.				
<b>FOREIGN PATENT DOCUMENTS</b>								
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
<b>OTHER DOCUMENTS</b> <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>								
			Daniel D. Suthers, "Architectures for Computer Supported Collaborative Learning", IEEE, 2001, pp. 25-28.					
EXAMINER				DATE CONSIDERED				

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.